



Updated 31/07/2020

### Sherwood Vets Coronavirus Policy

*As vets we view the importance of looking after your animals as paramount, and will try to stay open and continue to offer our services as much as possible, whilst maintaining the health and safety of our staff, clients and the rest of our country to the best of our ability. We strongly believe looking after your animals is critical to not just their wellbeing but to the community as a whole.*

As restrictions lift, we are slowly returning to offering you a full range of services, including vaccinations and routine surgeries. We continue to operate a strict social distancing policy to help ensure the safety of all our clients and staff. The Hampton surgery is now open again. Hooray!

- If you have a loss of taste and smell, high temperature or persistent new cough please **DO NOT** visit the practice. **Do NOT** bring your animal to the surgery if you are self isolating.
- Maintain social distancing at all times.
- When you arrive for your appointment inform reception you have arrived (ideally by phone) and wait in your car until you are called in for your appointment. Please **DO NOT** walk into the surgery.
- We will remain consulting without face to face contact, which will mean taking your animal off you in the car park and returning it likewise.
- In exceptional circumstances, if you do come into the practice, we will ask that only one person brings your pet in. **DO** wear a face mask. **DO** use the hand sanitiser when you arrive and when you leave. We also have plenty of hand washing facilities available throughout the practice.
- We will be asking for payment over the phone as much as possible, to reduce face to face contact. This includes payment for consultations, operations before discharge and pre-payment for medicines which are being ordered. For payments which do need to be made at the surgery we ask where possible payment is made via contactless card or phone tap to reduce cash handling.
- Pre-paid medications can be collected at the front of the surgery without coming into the building. Please call when you have arrived and the medication will be taken outside. Alternatively, we can arrange postage of certain items. However,

due to the upset to the postal service (which seems to have improved dramatically recently) we cannot be held responsible if items don't arrive. A courier delivery can be arranged if you so wish.

- All surfaces are being disinfected regularly and all staff are following our strict hygiene protocols.
- Please don't be offended if we ask if you have any symptoms and distance ourselves from you.

### Effect on our Services

Working as a vet whilst maintaining social distancing is a challenge to say the least! Please bear in mind that we are very busy, with an increased demand on all of our staff. Performing even routine consultations takes significantly longer than normal. Whilst we are now trying to offer you as many services as possible, we thank you for your patience if you are kept waiting longer than usual, if we request a consultation over the phone rather than face to face, or if we are unable to offer you a service you want for safety reasons.

### If you are self-isolating

We appreciate that many of you may be in isolation with an animal which requires veterinary attention but are unable to bring it in. Obviously, other than in exceptional circumstances, we will not be able to do house visits due to the risk to our staff and yourselves.

If you have someone who is not in isolation and is willing to bring your animal into the surgery, please call to make an appointment and please ask us to email you one of our history forms (available in PDF version or editable version for typing) and email it back to us prior to the appointment or give it to the person bringing in the animal.

Alternatively, we are able to offer pre-arranged telephone or video appointments (using Skype or Google Hangouts). However, clearly these do not enable us to examine your animal, give injections or perform procedures.

We are able to post medications or leave medications out for someone who is not self-isolating to collect. In certain circumstances we can offer a free delivery service (**strictly ONLY for those classed as vulnerable by the government or in self isolation**) for medicines required urgently.

### And Finally....

Things are changing rapidly and the above protocols are liable to change regularly. This document will be updated and posted on social media as well as our website:

<https://www.sherwoodvets.co.uk/coronavirus-information/>

History forms are also available here.

Do not hesitate to contact us if you have any questions.

*This is a difficult time for all of us, and please bear with us if we are not able to offer you what you want. Please show respect to our members of staff at all times. We are all trying to do our utmost and wish the very best of health to you and your animals.*

*The Team at Sherwood Vets*